3.2   APPLYING FOR MULTI-TRIP PERMITS ONLINE

In this section, we will describe how authorized users may apply for permits that cover multiple trips. These permits are valid for either 90 days or one year. There are five subtypes of annual permits and three subtypes of 90-Day permits:

- Annual Permits:
    - Oversize;
    - Toll Road Gate;
    - 12-foot Mobile Home;
    - 14-foot Mobile Home; and
    - 12-foot Mobile Home Dealer.
- 90-Day Permits:
    - Oversize;
    - 12-foot Mobile Home; and
    - 14-foot Mobile Home.

Screen 1: The User's Home Page

The process begins from the user's home page. Each user has a set of menu options down the left side of the screen. These menu options are based upon the security privileges that the user has been assigned in the system.

If you have the appropriate security privilege to apply for multi-trip permits, you will have a menu option named "Apply For Permits" on the left side of the screen. The relative position of the menu option will differ by user. Click on this menu option to begin.

Screen 2: Permit Type Selection

The next screen has two areas of information. The top area is for users that are starting a new permit. The bottom area is for users that are continuing a draft permit.

The top data entry box is titled *Start a New Permit Application*. At first, there may be either one or two data entry areas below it. All users will see the *Select Type of Permit* question, while users that are not associated with a specific carrier also will see a *Carrier Identification* question.

The process for filling out these fields is as follows.

Carrier Identification is requested when the user is not an employee of a motor carrier. These users include Permit Service users as well as state employees working with mail-in or walk-in applications. To identify a carrier, the *Federal Employer Identification Number* (FEIN) is required. For carriers that do not have an FEIN, the carrier's *Social Security Number* (SSN) is required.
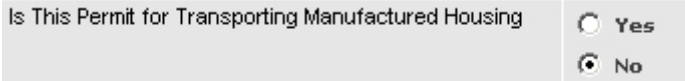
There are two fields under Carrier Identification:

1. The radio button *FEIN/SSN*. Select the appropriate item based on what you know about the carrier; and

2. The *identification number* box. Enter the identification number for the carrier here, without any dashes or spaces.

The next step is to *Select a Type of Permit*. This field has a drop-down box with a variety of choices. The specific choices vary by user based on the privileges associated with that user, but the two choices relevant for multi-trip permits are Annual Permit and 90-Day Permit.

Select the Annual Permit if you wish to buy a permit that has a duration of one year, or the 90-Day Permit if you wish to buy a permit that has a duration of 90 days.

Once you select one of these choices, you will notice that a new question appears below the selection.

This question asks if the permit will be used for the transportation of manufactured housing. The question is asked here because a Yes or No answer will allow the system to customize the following screens and questions. The question has a radio button answer with either "Yes" or "No," with the default set to "No." Answer either Yes or No based on the item to be moved.

The top data entry box is titled *Continue an Application that was Saved as a Draft*. As a user is filling out a permit application online, there are many circumstances where the user either does not have all the information needed (example: all 17 characters of the vehicle identification number), or the user is interrupted by an external need (example: a telephone call). The user will be able to place a permit application in "DRAFT" mode, and will receive a transaction number.

The *Permit Number* field is where the user enters the previously received transaction number in order to continue. This is a 10-digit number that the system randomly generates at the beginning of each permit transaction.

If you have a draft transaction that you wish to continue, enter the 10-digit number that the system provided when you saved the transaction, and click the "Next" button to continue.

At this point, you are ready to move to the next screen, so click the "Next" button to continue.

Company Hold Error Message

There are situations when a company is placed on "hold" either for violating the policies of the Department of Revenue or for roadside violations logged by the Indiana State Police. If a company is on hold, the system will stop the application here and present an error message screen outlining the situation.
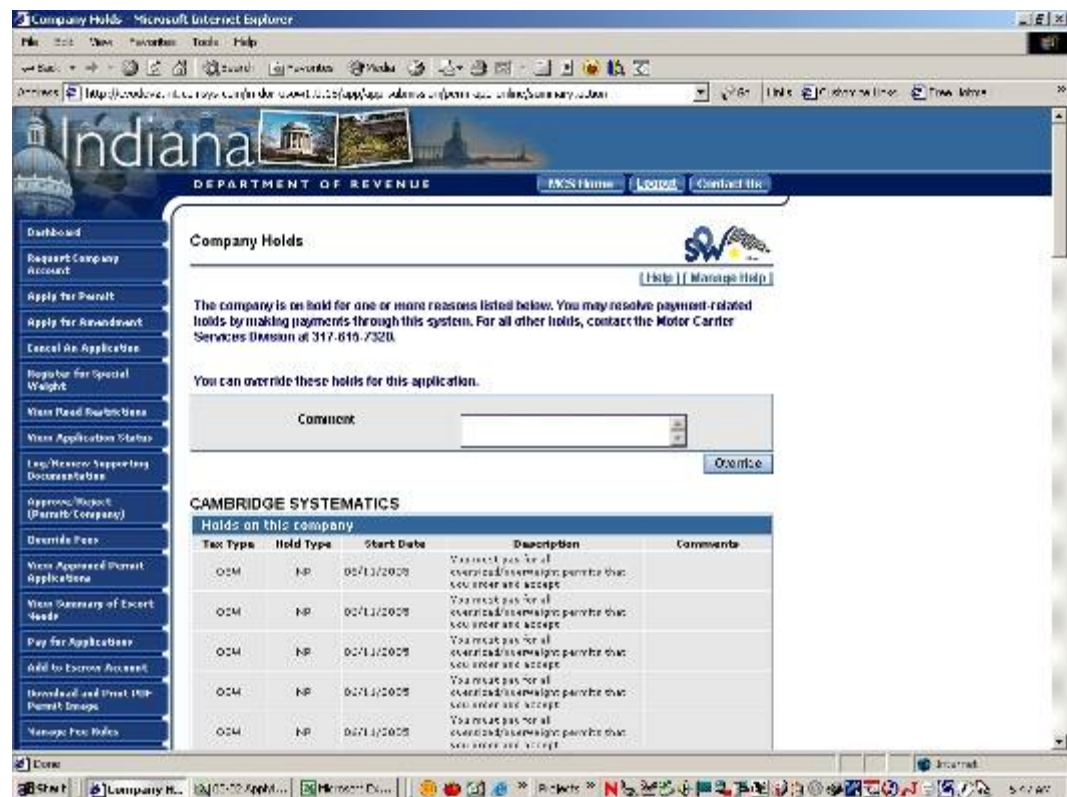

DOR staff with the appropriate privilege may override the company hold for this particular transaction. These users will see the following data entry box above the detailed hold information.

If you are able to temporarily override the hold and have a business reason to do so, enter the reason in the text box labeled "Comment" and then click the "Override" button to continue. The reason, the date/time, and your user name will be logged in the system to track how the hold was overridden.

Screen 3: Carrier Information Summary

If there are no holds, the next screen summarizes the information about the carrier. The information is derived from the carrier's company profile. The information includes:

- The legal name of the carrier;

- The carrier's FEIN or SSN;

- The carrier's U.S. DOT number;

- The carrier's physical and mailing addresses;

- General corporate contact information (phone, fax, e-mail); and

- OSW-specific contact information (name, phone, e-mail).

For a specific permit, however, there may be a special point of contact. An example might be if the carrier has a power unit where the driver has a computer and printer, and is able to print out permits in the vehicle. For these situations, the system allows the user to enter permit-specific contact information, including:

- *Contact name*;

- *Contact phone*; and

- *Contact e-mail*.

If there is no special contact for this permit, leave these fields blank.

When you are ready, click the "Next" button to continue.

Screen 4: Multi-Trip Permit Type Selection

The beginning of Section 3.2 outlined the various types of multi-trip permits. On Screen 2, you selected that you wished a 90-day or an annual permit, and if you were transporting manufactured housing. Based on your answers, the system has now filtered the choices to a smaller set, and presents this set to you for your choice.
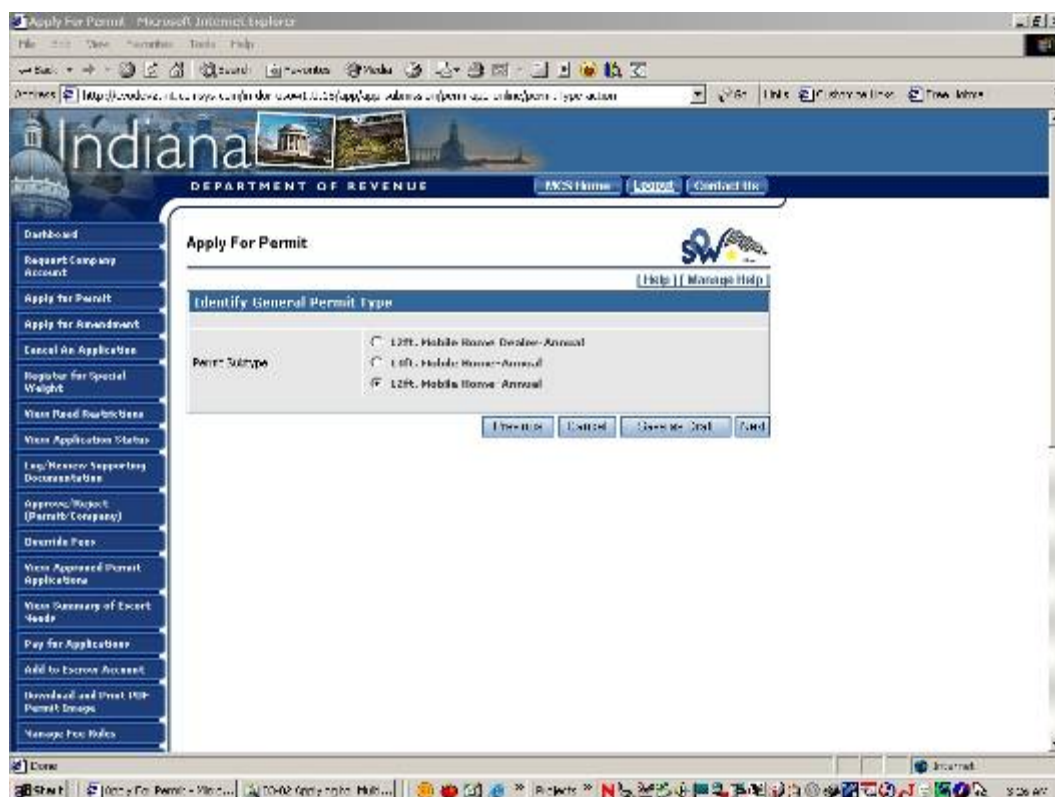
The question has between one and three answers, controlled with a radio button. Select the type of permit that you wish to purchase, and click the "Next" button to continue.

If you believe that you made an error on Screen 2, click the "Previous" button to go back to Screen 2 and change your selection. If you are not sure, you may press "Save as Draft" button to stop here and receive a 10-digit transaction number to use later, or "Cancel" to stop the application and discard your choices.

There are four possible sets of radio buttons based on the selections made on the previous screen. The four sets of radio buttons are shown below:

Screen 5: Previous Transaction and Start Date

Screen 5 has two purposes. The first purpose is to provide the user with a short-cut if they are working with a previously purchased permit and wish to repeat some or all of the information from that permit. The second purpose is to identify the start date of the new permit. Each of these purposes is contained in its own data entry box on this screen.

The first data entry box is to *Enter the Start Date*. Enter the day, month, and year in the three data entry boxes. You will notice that the boxes will default to either today's date or tomorrow's date depending on the time of day.

If you are not sure of the start date, click on the small picture of a calendar next to the year. A calendar dialog box will pop up on your screen. (Note that if you have set your browser to prohibit "pop-ups" then this box will not appear, and you will need to adjust your browser's settings accordingly.) The "<<" and ">>" links scroll the calendar backward and forward a month, respectively. Double-click on the date you wish to select to transfer the information to the main screen. The calendar box will close automatically.

The second data entry box is to *Identify a Previous Transaction*. There are two situations where you will be entering information into this area:

1. If you have a permit where you wish to use some or all of that information to fill in the data for a new permit, you will select the *Permit which I wish to duplicate* radio button;

2. If you have a permit that is about to expire, and you wish to buy a copy of the exact same permit and have it automatically start the day after the current permit expires, you will select the *Permit which I wish to renew* radio button. (When you do this, the data entry box below it will disappear, since the system can calculate the start date from the previous permit.)

In either case, you will enter the transaction number from the previous permit (found in the upper right corner of the permit) in the data entry field labeled *Permit Number*.

When you are ready to continue, click the "Next" button.

Screen 6: Vehicle Information

Screen 6 requests the details of the power unit that will be using this permit, as well as a confirmation about the dimensions of the combined power unit and load.

Power Unit Information

The first data entry box is about the ***Power Unit***. There are seven questions, and the first six of them are required values. The questions are summarized in the following table.

Table 3.2   Data Entry Information

Field Label	Description of What to Enter	Notes
VIN	The 17-character Vehicle Identification Number of the power unit	• If you are a carrier and only know the last five characters (or the vehicle's nickname) but have purchased a permit for that vehicle using this system, press "Lookup." • Some older vehicles may have a smaller identification code
Make	The manufacturer of the vehicle, such as MACK or MITSUBISHI	
Model Year	The four-digit model year of the vehicle, such as 2004	
License Plate	The license plate identifier of the vehicle, generally from 3-7 characters	
State Plated In	The state (or Canadian province) where the license plate was issued	Select from a drop-down list of available values. If your choice is not found, please contact MCSD by telephone for assistance.
Type	The description that best describes the combination of the power unit and load.	Select from a drop-down list of available values. The choices are: • Truck; • Truck-Trailer; • Tractor; • Tractor-Trailer; • Self-Propelled; • Auto/Trailer; and • Other.

Field Label	Description of What to Enter	Notes
Nickname/ Unit Number	Often a carrier has its own internal identification for a vehicle. If there is an internal identification that you would like to use in the future to look up this vehicle, enter it here.	This field is not required. To recall a vehicle for which you have previously assigned a nickname, select the "Lookup" button next to the VIN field.

## *Vehicle Lookup Screen Option*

In some cases, the user (State employees will not have this option) may not know the full vehicle identification number, or may have used the "Nickname/Unit Number" field on a previous transaction and wishes to recall the vehicle from the system's database. In either situation, the user should click the "Lookup" button next to the VIN field. The current screen will be replaced with the following question:

In the data entry field, enter either one of the following:

- The last five characters of the vehicle's *VIN*; or

- The *nickname* that was associated with the vehicle on a previous transaction.

Once you have entered this information, click the "Next" button to continue. If you reached this page by inadvertently selecting the "Lookup" button, click the "Cancel" button to go back to the power unit data entry. Once "Next" is pressed,

the system will search the database and return any vehicles that match the search criteria.
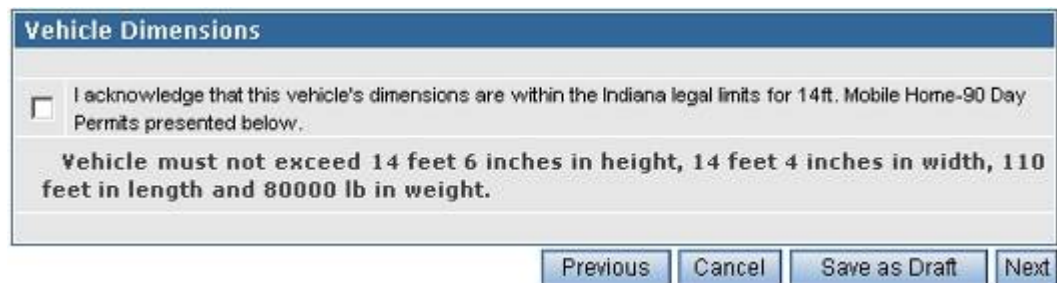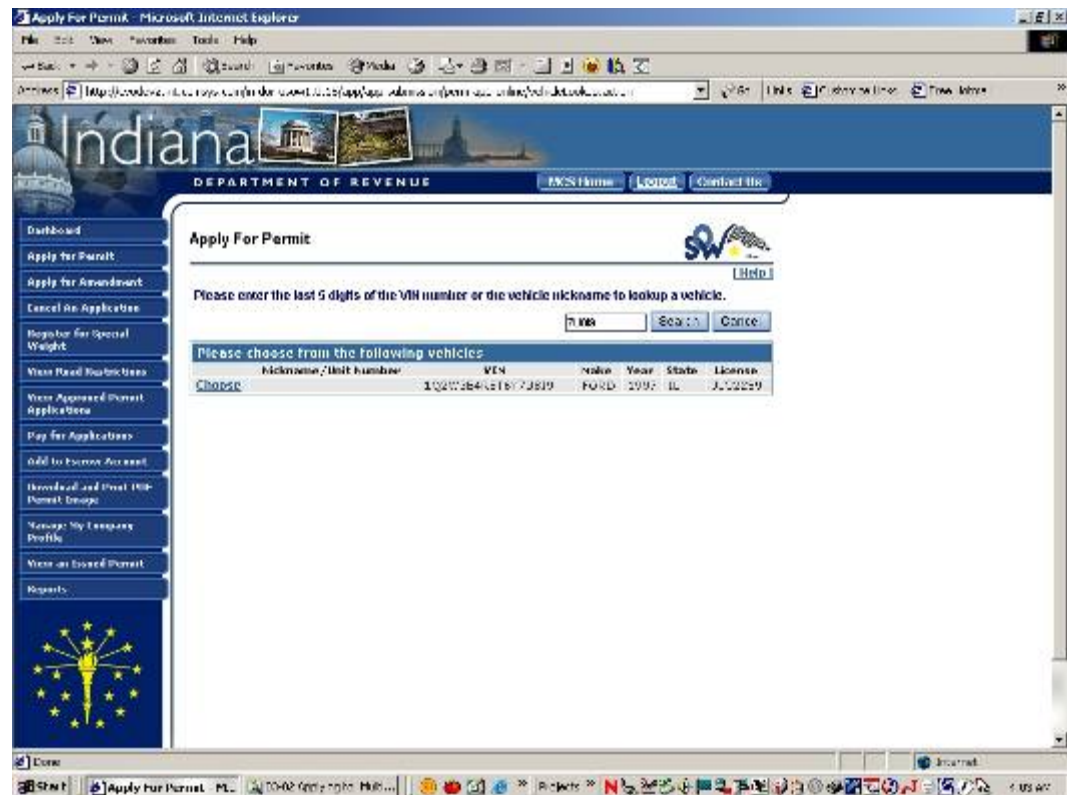

If the system returned the appropriate vehicle, click on the "Choose" link next to that vehicle. The system will return to the power unit data entry box and fill in the appropriate information.

If the system did not return the appropriate vehicle, you may try another search as described above, or select "Cancel" to return to the power unit data entry box.

Dimension Verification Information

Because you are applying for a multi-trip permit, there may be no one particular height, length, and width that will apply for all trips using this permit. The permit, however, has limitations on the size of the vehicle plus load that can be moved.

Based on your previous answers about permit type, the system determines the maximum dimensions that you will be able to have for any trip using this permit. The system will display these limits in a box similar to the one below.
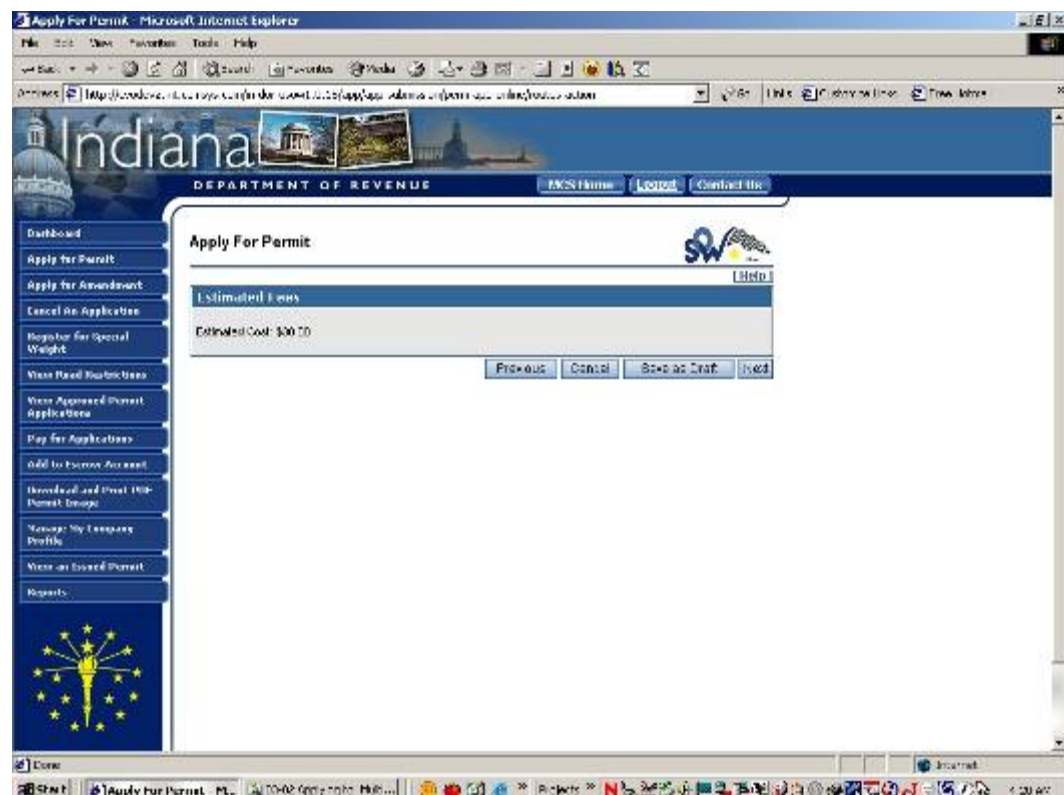
You must check the box to indicate that you affirm that the permit will only be used within the legal limits presented. If you do not check the box, the system will not allow you to proceed with your application.

When you have filled out the information on this screen, click the "Next" button to continue.

Screen 7: Estimated Cost

The next screen shows the estimated cost of the permit. The cost is calculated automatically by the system based on the type of permit requested and the start date of the permit.
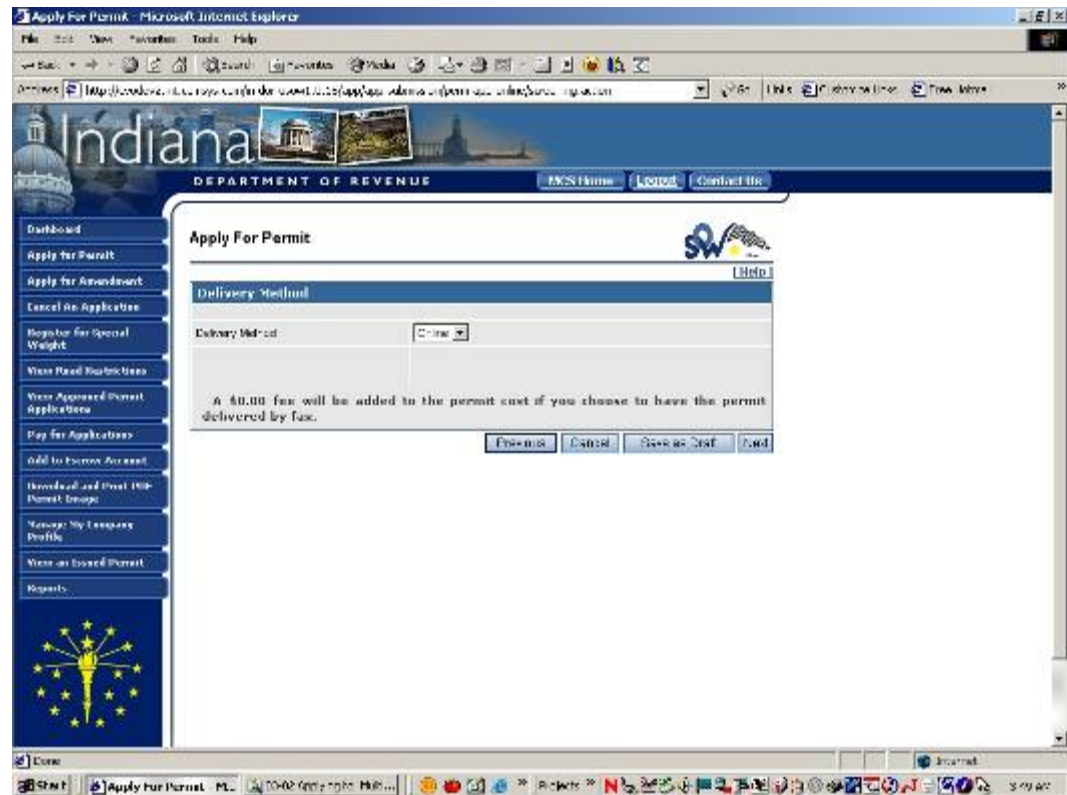

If you wish to continue with this transaction, click the "Next" button.

Screen 8: Delivery Method

The next screen asks how the permit shall be delivered. There are two choices:

1. The permit may always be downloaded <u>online</u> by the user. This is the default option.

2. The user may request that the permit also be delivered by <u>fax</u>. The user must enter a fax number to continue. The Department of Revenue may impose a surcharge for a fax delivery. It is the customer's responsibility to ensure that the destination fax machine is operational. If for any reason the permit was not received by fax, the permit can still be obtained online.

After you have selected a delivery method, click the "Next" button to continue.

Screen 9: User Confirmation

The system will now return a user confirmation screen. The confirmation screen has two parts. The first part summarizes the information entered by the user about the permit.

The next part provides a summary of conditions to which the user must agree in order to apply for the permit. The user must check any checkboxes in this section. If not, the system will not allow the user to continue the application process.

I understand that I have to pay for this permit if approved;

I will submit all/any supplemental information requested within 96 hours;

This permit is valid only for transporting commodities under the company name shown on this permit or as stated in the lease agreement between the lessee and lessor;

The General Provisions which can be found at www.in.gov/dor/mcs/pdfs-forms/m204.pdf are incorporated by reference into this permit and are as binding upon the permit holder as if they had appeared on the face of this permit. This permit is void if the General Provisions are omitted or are not attached. The Indiana Department of Revenue disclaims any responsibility in relation to the correctness in the transmitting of this permit as a whole or any part thereof, including General or Special Provisions. This permit is not valid unless signed by the driver(s). The driver's signature attests to the fact that the description of the vehicle and load is accurate and that the General Provisions and any Special Provisions have been read and understood by the driver.

Under the penalty of perjury, I have examined this permit, and to the best of my knowledge and belief, it is true, complete and correct. I also understand that all provisions of the Transporting Agreement apply in full force;

☐   I attest that I have read and accept the terms set forth above.

[Previous] [Cancel] [Agree]

The user then presses the "Submit" button.

ONCE THE SUBMIT BUTTON IS PRESSED, THE USER IS RESPONSIBLE FOR THE PERMIT. FAILURE TO PURCHASE THE PERMIT IN A TIMELY FASHION IS CAUSE FOR INDOR TO PLACE THE USER'S COMPANY ON HOLD.

Screen 10: System Confirmation

On the final screen in the process, the system confirms that the application has been received. For multi-trip permits, the system is able to automatically approve the application without staff review. Therefore, the screen will always show that the application was approved.
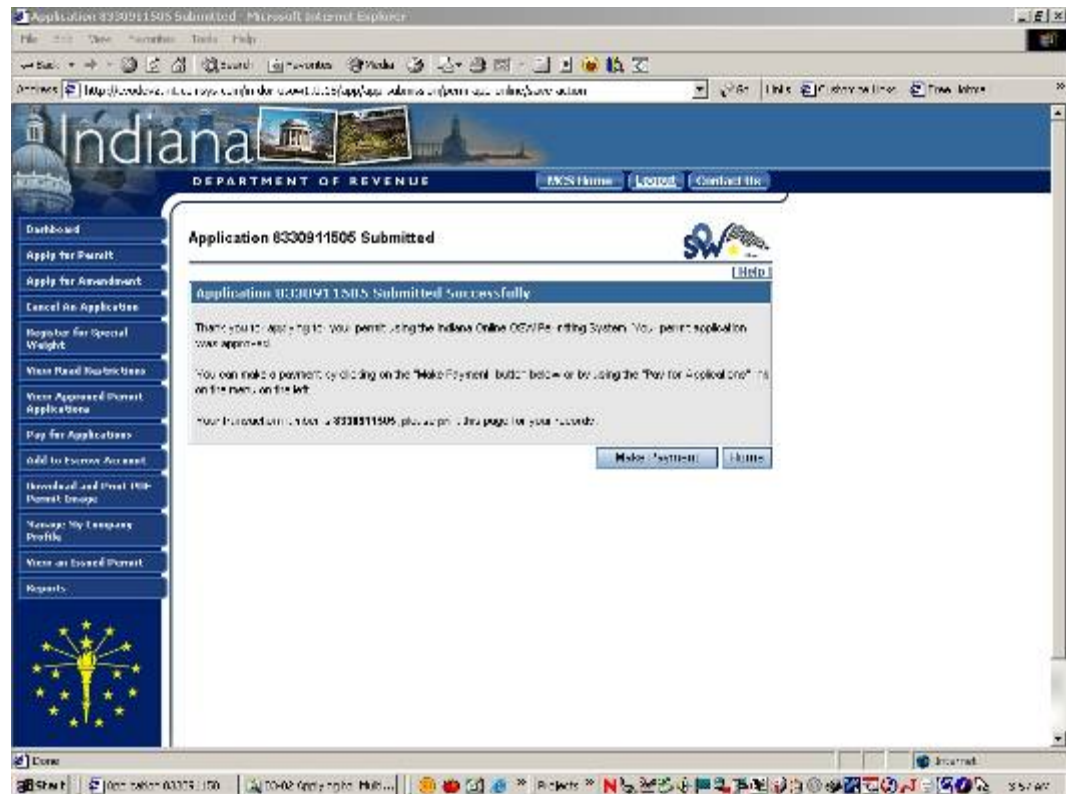
The permit cannot be downloaded or faxed, however, until payment has been received. Depending on the user's privileges, a button may be present to "Make Payment." Payment options are explained in detail in Section 5.0 of this manual.